



SUPPORTING QUALITY EMPLOYMENT SOLUTIONS®

REPORT OF THE NEBRASKA

State Rehabilitation Council

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State Rehabilitation Council

Nebraska Department of Education

October 2005

Dear Fellow Nebraskans,

The Nebraska State Rehabilitation Council (SRC) is pleased to present to you the 2005 annual report.

During the past year the SRC has continued to work closely with Vocational Rehabilitation (VR) to expand employment services for individuals who experience a disability. In addition to the close working relationship between the SRC and VR, there is also a high level of collaboration with the Client Assistance Program, the Statewide Independent Living Council and the Assistive Technology Program.

VR has presented information to SRC via speakers and literature on key issues including:

- Transition Planner for Parents – Transition has been, and will continue to be, a primary initiative for VR in the coming year
- Orientation for Post-Secondary Education
- Job Placement Standards & Employment Readiness – Providing quality assurance that individuals utilizing the services of VR are receiving the quality of services that are needed to obtain and maintain employment
- Financial supports available to individuals who have identified self-employment as their occupational goal
- Traumatic Brain Injury (TBI) Projects – VR has funded two TBI projects where the objective will be in identifying the services and supports needed by individuals experiencing TBI to enter the workforce
- Updates on Workforce Investment Act (WIA)
- Funding updates
- Continued improvements to the VR service delivery system.

The past year has been very positive and productive, and the SRC looks forward to a continued partnership with VR. We are working together to provide quality services to ensure that the needs of Nebraskans who experience a disability are being met in the most effective manner.

Kindest Regards,

Gayle Hahn

Gayle Hahn, Chairperson
Nebraska State Rehabilitation Council

*“(Voc Rehab gave me)
the encouragement
that I can still work.”*

Michelle James
Peoples Health Center



Michelle James

Just a week after getting her CNA, Michelle James was involved in a car accident resulting in a traumatic brain injury (TBI) and post-traumatic stress disorder (PTSD). A hospital stay at Madonna Rehabilitation Hospital in Lincoln was followed by out patient rehab. Michelle was then referred to the Lincoln office of Voc Rehab.

Michelle began working with Employment Specialists John Bulin and Jenny Caruso.

John located an on-the-job training opportunity for Michelle at the Peoples Health Center. Michelle was thrilled when later she was offered a permanent job in medical records, at the Health Center. Her employer is aware of the TBI and very supportive of Michelle.

SUCCESS STORY

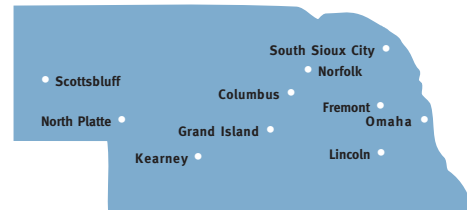
Message from Frank C. Lloyd

Director of Vocational Rehabilitation

Quality Employment Solutions—System or Professional Islands

Quality Employment Solutions® is the registered tagline for the Nebraska Vocational Rehabilitation program. As part of the registering process, we were required to identify how the label, Quality Employment Solutions® identifies a unique employment system for people who experience a disability. Although we are part of the federal Vocational Rehabilitation program, within the law and regulations we have considerable latitude to develop a program meeting the unique needs of Nebraskans.

There are many ways the Nebraska program is unique compared to other state Vocational Rehabilitation programs. In most state VR programs staff purchase services through private and not-for-profit providers.



Vocational Rehabilitation Office Locations

However, our staff provide specialized services directly to consumers.

In most states the rehabilitation counselor works alone with their caseload, territory, budget and individual outcome goals. Our staff work in teams of 10 to 14 employees who have a broad base of skills, knowledge and experience. Accountability for achieving employment outcomes and meeting the federal standards is placed on the team — not the individual Rehabilitation Counselor.

NEBRASKA VOCATIONAL REHABILITATION EMPLOYMENT PROGRAM 2005

Employment Program	# people
Applied for Services	4,219
Eligible for Services	3,788
Started Services	2,552
Received Services	5,784
Successful Employment	1,418
Continuing in Services	3,168
Success Rate	54%

Transition Program

Successful Transition	195
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Employment Warranty

Successful Warranty	331
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But, perhaps the one factor that makes Nebraska VR the most unique is our emphasis of process management.

Many interactions with consumers are partially structured and are not left to the total discretion of rehabilitation counselors.

This supports the belief that staff are an integral part of a comprehensive, integrated system — not a series of professional islands.

The Malcolm Baldrige National Quality Award Criteria makes it clear the best organizations have a management system that continually improves its work processes. Successful organizations identify key processes and manage them to ensure customer requirements are met consistently and performance is continuously improved. These are organizations that have held the course in managing its processes despite organizational turbulence and attempts at sabotage.

A traditional approach in the VR program is to entrust many service delivery processes to the complete discretion of the Vocational Rehabilitation counselor.

Arthur Anthony lost his job because of drug and alcohol abuse, it was then he made a decision to change his life. Entering a substance abuse program was the answer. It was there he learned of Vocational Rehabilitation. Arthur contacted the Grand Island office and began to work with Employment Specialist Tracy Middleton.

It wasn't long before a job opening at Nebraska Aluminum Casting caught Arthur's attention. He applied and was offered the job. Voc Rehab was there to assist with transportation issues and job retention services. Arthur sees a bright future, with plans to return to school some day. He is grateful for the assistance he received from Voc Rehab.

SUCCESS STORY

“(Voc Rehab gave me)...another chance at life.”

Arthur Anthony
Nebraska Aluminum Casting

Arthur Anthony

Message...

SUCCESS STORY

*“I just knew
I wanted to help
people...”*

Chad Kollars
Rehabilitation Counselor,
South Dakota Vocational Rehabilitation

Chad Kollars has an optimistic outlook on life. Even when dealing with the outcome of a serious car accident that resulted in paraplegia, the young man from Crofton retained his positive outlook. When it was time to plan for his future, Chad's uncle suggested contacting Voc Rehab. Chad worked with Employment Specialist Lisa Mitchell, with the Norfolk Voc Rehab office.

With financial assistance from Voc Rehab, he continued his schooling. Chad majored in Human Service Counseling at Wayne State College with plans to seek employment in vocational rehabilitation.

After graduation Chad accepted a position with Voc Rehab in Mitchell South Dakota. Helping people as he had planned.

Each counselor is provided a territory including a list of referral sources, a caseload budget, as well as a series of requirements to assure federal and state requirements are met.

With this approach the VR counselor has extraordinary autonomy. If the counselor is complying with the federal and state rules, staying within budget and achieving employment outcomes they are recognized for their good work and typically function as a “professional island.” The problem with this approach, as I see it, is that the program cannot operate as a comprehensive integrated system where issues and problems are resolved at a systemic level. It is difficult to implement best practice because every counselor has his or her own approach.

Consequently, attempts at continuous improvement must rely on individual,

autonomous effort and not on uniform, coordinated organization-wide practice.

A simple business model will help explain the dilemma VR faces when individual practice takes precedence over systemic processes. All manufacturing operations have input resources and output results. The input includes materials, information, staff, etc. The output is the products or results achieved.

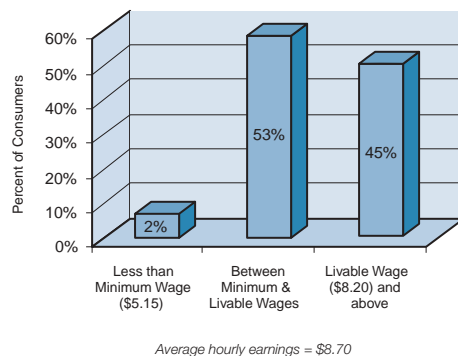
It is true of the VR system as well. Our inputs are information, money, staff and consumers looking for employment. Our outputs are consumers who have found employment with our assistance. Traditionally, VR programs have focused on inputs (referrals) and outputs (successful employment) with less attention to the value added processes and services in between. Thus, decision-making and service components are often left to the discretion of the VR counselor.



Chad Kollars

If the counselor is achieving a satisfactory number of successful employment outcomes it may seem unnecessary to examine their practices in helping a consumer arrive at a vocational choice, identify employment barriers, and find the resources the consumer needs to get and keep a job. Consequently, staff may believe if you want more outcomes (consumers with employment) you need to write more plans for services. To do this you need more input (referrals). This line of logic assumes what we do in working with consumers is best practice. And, from an individual perspective, it's difficult to see a better way. After all, if there were a better way we would naturally be doing it. So we continue to focus on more input as the way to increase output — not a systematic examination of what works and what doesn't work between input and output.

HOURLY EARNINGS



Several years ago I explained to a state director that we wanted to double the number of consumers who would become successfully employed through our program. His immediate response was, “That’s simple. All you need to do is double your number of referrals, which will require a significant increase in new staff and case service dollars.”

It was an obviously simple answer that would have distracted us from the challenging work of examining, improving and managing our service processes. But, it could seem like the logical answer when staff see their role as that of a “professional island” — not part of a comprehensive integrated system.

“It’s really a win-win situation.”

Gerri McIntyre
Human Resource Manager,
Petro of York



Gerri McIntyre

How does an employer find a reliable source to fill staff openings? For Human Resource Manager Gerri McIntyre, the answer was Voc Rehab. Working with Voc Rehab Employment Specialist Danielle Redman, opened up new staffing possibilities for the top-rated Petro franchise, Petro of York.

The staff from the Voc Rehab office, in Grand Island, impressed Gerri. They were able to offer pre-screening that aided the hiring process. “The people that come from Voc Rehab already know what it takes to do a good job,” Gerri said, “They come ready to work hard.” Working with Voc Rehab had many advantages, including the support offered to both the employee and the employer.

SUCCESS STORY

Message...

*“I’m doing
really great.”*

Mina Lockhart
Celebrity Inn Motel and Subway



Mina Lockhart

High school was difficult for Mina Lockhart. Her skills in reading and spelling were affected by a learning disability. With the help of teachers at Logan View High School in Hooper, Nebraska, Mina was connected to Voc Rehab.

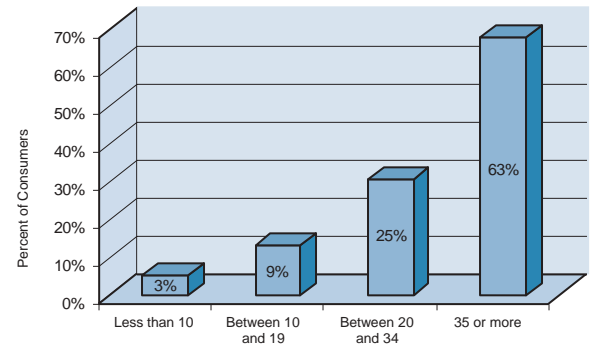
Mina attended transition workshops learning about career planning, job seeking skills and job keeping. Working with Employment Specialists Marcella Ziska and Jill Weatherly, Mina explored her post high school graduation options. The guidance she received was instrumental in the choices Mina made. After graduation, a move to Clarinda, Iowa followed her engagement announcement. Mina is working two jobs; one at Celebrity Inn Motel and the other at Subway. She is setting future goals; these include planning a wedding and additional schooling.

SUCCESS STORY

Quality Employment Solutions® is the tagline for a comprehensive integrated system — not the autonomous actions of professional islands. The work of organizations is accomplished through a network of processes. To achieve quality, organizations need to identify, organize and manage its network of processes and the interface between these processes. The final result should be an integrated quality system that is continuously improving.

Following the “rules and regulations” does not necessarily lead to a quality system. The federal regulations provide a framework of issues and requirements. These are not linked into a quality system. How this will be done is the work of state systems.

HOURS WORKED PER WEEK



Average hours worked per week = 34.09

And the primary work should not be left to individual “professional islands” but be a shared responsibility of informed and skilled staff who help the organization address issues systemically.

For example, a recent Government Accountability Office (GAO) audit revealed that approximately 50% of consumers who received VR services through an Individual Plan for Employment (IPE) were not successfully employed at closure. As I see it, this is not an individual staff problem.

*“Tim is very proud...
he is a crew member
at Target his
dream job.”*

Pat Kraemer
Employment Specialist
Vocational Rehabilitation

SUCCESS STORY

While attending high school in Gering Nebraska, Tim Nepper learned of Vocational Rehabilitation. Tim experiences a severe bilateral hearing loss. During high school and for a period after graduation, Tim worked with Voc Rehab. Finding a job he liked, he was content.

In May 2004, the ambitious young man decided he wanted more. Returning to Voc Rehab, Tim worked with Employment Specialists Pat Kraemer and Byron Barkeloo, hoping to increase his income and job experiences. Tim applied for a job at the

Target store in Scottsbluff. With Pat at his side, he interviewed for a position.

Tim was offered the part-time job he sought. In less than a year, Tim was promoted to team trainer and is now working full time.

This is a system process problem. It makes no sense to tell all staff to do a better job so the “rehab rate” will improve to 55%, 60%, etc. These are issues that need to be addressed systemically. Why are consumers dropping out of services? How can the system be changed to increase the rehab rate?

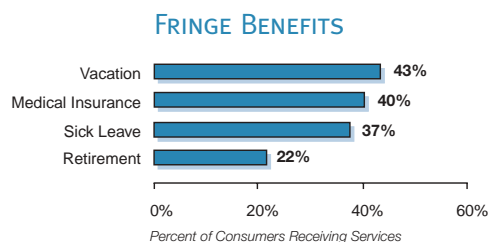
It is always more difficult to handle issues at a system level because there are so many individual beliefs and ideas that affect the solutions. It is always easier for management to simply announce, “Your rehab rate is too low. You need to improve.”

Such a pronouncement assumes that the problem is lack of individual staff effort. Thus, the “fix” is within the individual staff person’s control.

Some may say, “If each individual improves their rehab rate, the problem is solved. Why try to address the problem at the system level?” The problem is that individual effort may lead to unintended consequences such as, “creaming”, inappropriately screening referrals, etc.

Secondly, it assumes that the problem is individual effort and skirts the real problem — lack of best practice at the system level.

Some may feel that best practice is a training issue. If we just train everyone our practice will change. This is only true to the extent that we tie training to processes that are supported and monitored.



Tim Nepper and Delana Legler
Executive Team Leader of
Human Resources, Target



Message...

“...I enjoy it (the job) thoroughly.”

Robert Fargher
Wal-Mart



Robert Fargher

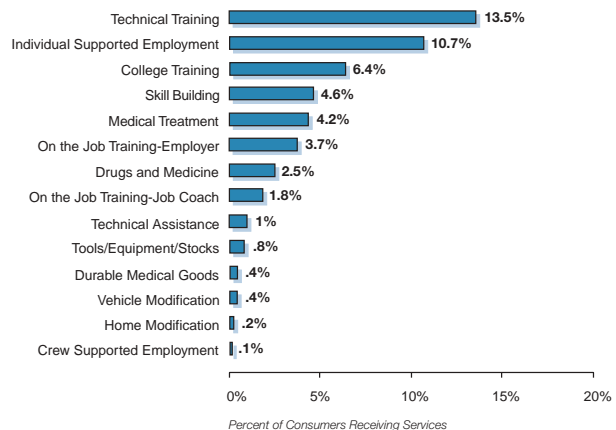
When staff tell me that they thought the training program was excellent but, with their busy caseload they don't have time for all those good ideas, I know that the training does not support our processes. The best training is always training that staff say helped them do their job better. Training is important but as much as possible it needs to be linked to practices that are required and supported at the local level.

For the past few years we at Nebraska Vocational Rehabilitation have been restructuring our system to support Quality Employment Solutions® for consumers with significant disabilities. Our system wide efforts have lead to new approaches for transition students through our work with schools. It has helped us rethink post employment services to create our Employment Warranty® program — a proactive process to help consumers maintain their employment.

It took a lot of time and effort from Robert Fargher, his family and several agencies to find him the perfect job. But the hard work paid off. Robert worked with Employment Specialist Anissa Jenkins with the Omaha office for Voc Rehab. She helped him to recognize potential barriers Robert might encounter with his developmental disability. They worked on filling out job applications and interviewing skills. Anissa also put Robert in touch with ENCOR, who provided a job coach for him when he needed it.

The planning all came together when Robert was offered a job at a newly built Wal-Mart, just a mile from his home. His mother Ruth remembered, "Everything worked." And Robert now has the job he wanted.

SERVICES PROVIDED BY COMMUNITY AGENCIES AND PROGRAMS



Our system wide efforts have lead to a team approach that promotes shared responsibility, not just individual effort.

the consumer orientation to VR, and our initial meeting with consumers during the “employment discussion.”

Our efforts to improve Quality Employment Solutions® for consumers have helped us more clearly define our referral process,

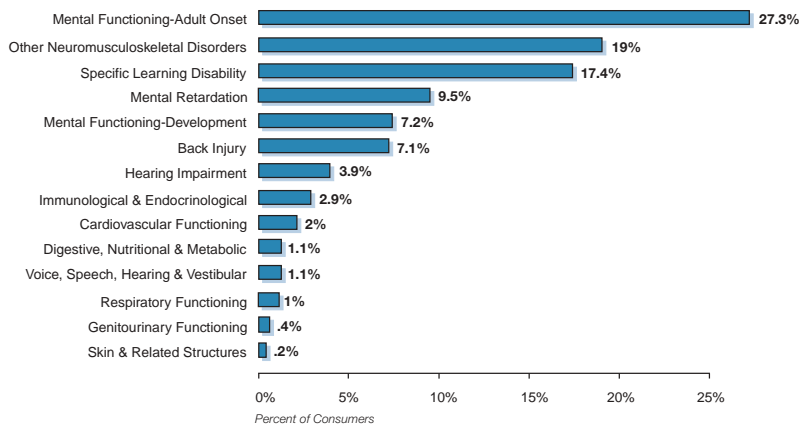
“(Byron and Pat) made me feel like I could do something again.”

Judy Buskirk
Office Manager, Chimney Rock Villa
Nursing Home & Assisted Living

A workplace back injury and the resulting surgery left Judy Buskirk unable to continue her labor-intensive job with a nursing home. There was a long period of recovery and physical therapy. Not sure where to begin looking for a new profession, someone suggested Judy call Vocational Rehabilitation.

Judy contacted the Scottsbluff Voc Rehab office. She met with Employment Specialists Pat Kraemer and Byron Barkeloo. Pat and Byron provided Job Seeking Skills training, job placement assistance and encouragement. Opportunity knocked when Judy was offered and accepted a job with Chimney Rock Villa Nursing Home & Assisted Living as the office manager.

LEADING CAUSES OF IMPAIRMENT



Judy Buskirk and Bonnie Warner, Administrator,
Chimney Rock Villa Nursing Home & Assisted Living



“It (Voc Rehab) was a godsend.”

Maureen Hill
Ravena Good Samaritan Center

There was a point in her life when Maureen Hill was homeless. She had entered St. Francis Drug and Alcohol Center in Grand Island for substance abuse treatment. After leaving the center she found shelter at the Crossroads Center in Hastings. It was at Crossroads; Employment Specialist Tracy Middleton entered the picture.

Tracy works out of the Grand Island Voc Rehab office. Together the two women identified goals, obstacles and solutions. Maureen’s motivation was the key. With help from Tracy, she renewed her lapsed LPN’s license. Voc Rehab assisted with tuition, uniform and equipment needs. A job offer with the Ravenna Good Samaritan Center has enabled Maureen to move to Loup City and be near her children.

We continue to refine these consumer/staff interactions to assure that barriers to work are addressed early in the process, not when the consumer is referred to our placement program.

Our focus on system issues regarding IPE planning has helped us identify critical employment issues and maximize consumer involvement.

Our continuing refinement of our processes will increase the likelihood that consumers will make informed choices based on a broad base of information and multiple options.

OCCUPATIONS AND EARNINGS

Occupations	Percent	Average Hourly Earnings
Service	38.7%	\$7.30
Office Support	11.6%	\$8.31
Sales	11.4%	\$7.68
Professional	9.1%	\$12.38
Production	8.3%	\$9.09
Transportation and Material Moving	7.8%	\$9.01
Installation, Maintenance and Repair	4.4%	\$10.13
Construction and Extraction	3.1%	\$10.30
Farming, Fishing and Forestry	2.9%	\$9.51
Management, Business and Finance	2.5%	\$11.52
Military	.3%	\$10.38

Our focus on the system is helping us more effectively link our planning processes with our Job Seeking Skills training and placement strategies planning.

Addressing issues systemically is helping us design for best practice and uniformity, including design for flexibility.



SUCCESS STORY

Maureen Hill

Yet, within our structured processes we will always depend on the critical skills, knowledge and experience staff depend on to help consumers find creative solutions to securing employment.

Furthermore, all of our efforts to identify and manage key processes have opened numerous opportunities that would not have occurred to us if we were focusing primarily on the individual caseload effort.

Our tagline is a promise to consumers. To assure that we can achieve this promise, Quality Employment Solutions® must be built on a comprehensive integrated network of best practices — not a series of “professional islands.”

Frank C. Lloyd

Frank C. Lloyd

Director, Vocational Rehabilitation

2005 PERFORMANCE ON FEDERAL STANDARDS

	Federal Standard	Voc Rehab FY2005	Rating
Increased number of employment outcomes	Equal or Increase	+152 Consumers	Above Federal Standards
Percent achieving employment outcome	55.80%	54.20%	Below Federal Standards
Percent with earnings above minimum wage	72.60%	97.45%	Above Federal Standards
Percent with significant disabilities	62.40%	100.00%	Above Federal Standards
Ratio of average earnings to state average earnings	0.52%	0.58%	Above Federal Standards
Increase in percent whose income is largest source of support	53.00%	56.30%	Above Federal Standards
Minority access	0.80	0.83%	Above Federal Standards

*“Be serious
about what you
want to do.”*

Willy Andersen
Frontier Diesel



Willy Andersen

Willy Andersen always had a fascination with electronics and cars while growing up in O'Neill Nebraska. It seemed only natural pursue those interests.

While a high school junior, Willy made post-high school plans with Brigid Griffin and Mel Tappe, Employment Specialists with Norfolk Voc Rehab. Having dealt with the challenges of a learning disability, Willy chose to work for a year as a mechanic before enrolling at Northeast Community College.

With financial assistance from Voc Rehab, Willy successfully completed a two-year program in automotive technology. Willy is a mechanic for Frontier Diesel in Ainsworth.

“Matty is really happy there (Pizza Hut).”

Sally Winkelmann
Matty's mother

Matty Winkelmann was looking to expand her employment options, when she and her mother Sally heard of Voc Rehab. They contacted the Omaha Voc Rehab office and began working with Employment Specialists Joan Ewalt and Frankie Charles. From the start it was obvious Matty was a hard worker. There was discussion to determine Matty's interests and abilities. Her disability was also taken into consideration. Matty was born with Turner syndrome, a chromosomal condition that only affects females. Voc Rehab arranged for job training to be done with the help of a job coach.

With a lead from Voc Rehab, Matty was offered a job with Pizza Hut. Matty has ambitions for her future and is still working hard toward her goals. In the mean time she has a job she loves.

SUCCESS STORY



Matty Winkelmann

Annual Program Costs

	Cost of Program
Administration	\$3,535,550.21

CLIENT SERVICES

	Cost of Program
Provided by VR Staff	\$8,743,149.21
Purchased from Community Rehab Programs	\$1,681,813.28
Purchased from Other Vendors	\$4,100,075.25
All Other Client Services	\$382,365.61
Total	\$14,907,403.35

PURCHASED FOR CLIENTS

	Cost of Program
Assessment	\$346,860.31
Higher Education	\$1,830,722.09
Miscellaneous Training	\$2,102,751.58
Maintenance	\$108,591.92
Personal Assistance Services	\$17,066.07
Transportation	\$192,726.82
Rehabilitation Technology Services	\$822,751.99
Small Business Enterprise	\$277,320.06
All Other Services	\$83,097.69
Total	\$5,781,888.53

SRC Committee Reports

Interagency Committee

The Interagency Committee continued to work with the data collected from the survey of agencies statewide regarding their relationship with VR. The committee summarized the data and presented it to the SRC with specific recommendations to address the concerns of the participants. The survey had been mailed to 640 agencies, and 269 (42%) were completed and returned, mostly from outstate Nebraska. The results provided an assessment of the strengths of VR's relationship with other organizations, how best to provide feedback to these organizations, and the primary reason others referred their clients to VR. The greatest concern expressed was the closing of three offices outstate.

Overwhelmingly, interagency relationships with VR offices across the state were positive and complimentary. Many spoke highly of staff support and direction.

Many individuals and service sites were cited and letters were sent to these individuals and sites by VR noting their extraordinary service in appreciation for outreach to consumers. This survey enhanced our commitment to maintain communications to consumers, VR offices around the state, and the SRC.

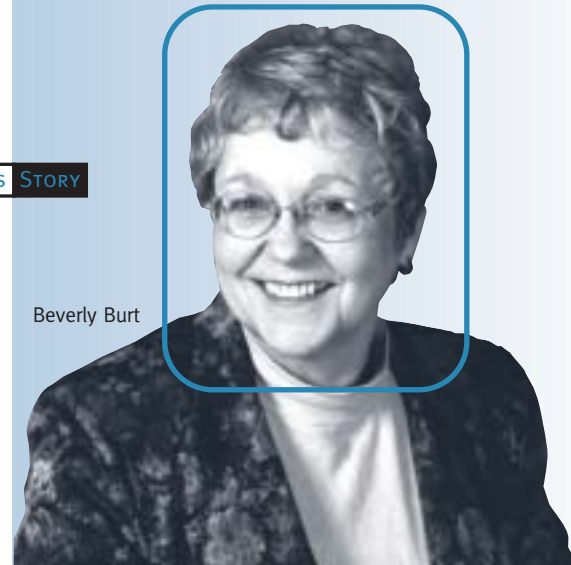
The survey also clearly distinguished the importance of two separate populations we must continue to address: children and their parents as they grow through the school system and transition into the work force and/or higher education and the adult population and their special needs.

It has indeed been a year of education and growth for the Interagency Committee, and an opportunity to serve as a bridge to our consumers and statewide staff.

“(Voc Rehab) helped me realize that I had a lot of options.”

Beverly Burt
Portraits by Bev

SUCCESS STORY



Beverly Burt

Bev Burt had been a photographer over 30 years when she had a stroke that changed her life. She no longer had the stamina her profession demanded, simple things like loading film became a chore. Following a counselor's suggestion, she placed a call to the Kearney office of Voc Rehab. This put Bev in touch with Employment Specialist Keri Bennett.

The women worked together to identify disability related work issues and solutions. With help from Voc Rehab, a business plan was developed. This would include purchasing a digital camera and other equipment for Bev. The new equipment gave Bev the flexibility to pursue other type of photography work allowing for shorter photo shoots and greater scheduling options.

SRC Committee Reports

CONSUMERS SERVED BY LEGISLATIVE DISTRICT

District	Total	Percent
1	126	1.6
2	96	1.2
3	50	0.6
4	40	0.5
5	51	0.7
6	81	1.0
7	175	2.3
8	124	1.6
9	131	1.7
10	144	1.9
11	279	3.6
12	67	0.9
13	110	1.4
14	38	0.5
15	122	1.6
16	116	1.5
17	198	2.6
18	218	2.8
19	398	5.1
20	67	0.9
21	110	1.4
22	234	3.0
23	156	2.0
24	167	2.2
25	109	1.4
26	130	1.7
27	128	1.7
28	535	6.9
29	196	2.5
30	150	1.9
31	57	0.7
32	120	1.6
33	376	4.9
34	122	1.6
35	353	4.6
36	198	2.6
37	279	3.6
38	147	1.9
39	41	0.5
40	196	2.5
41	164	2.1
42	189	2.4
43	157	2.0
44	122	1.6
45	104	1.3
46	130	1.7
47	98	1.3
48	199	2.6
49	133	1.7

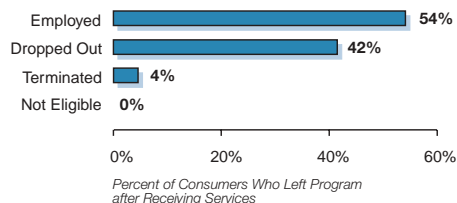
Strategic Issues Committee

The Strategic Issues Committee works to identify and review external influences that will impact employment for persons with disabilities and then recommends appropriate action to increase the likelihood of successful employment for persons with disabilities. During the last year, recommendations developed by the Strategic Issues Committee has led to:

- Creation of a listserv linking disability groups and agencies to keep them informed about employment-related activities and legislation that could potentially impact persons with disabilities;

- Continued efforts to incorporate an employment focus into the Behavioral Health Reform Initiative for persons with mental illness and an expansion of community-based projects for persons with mental illness; and
- Increased awareness of VR staff of the availability of alternative resources, especially loan programs offered through VREAP (a non-profit loan program focusing on employment) and Easter Seals' Telework Loan Program.

OUTCOMES



Client Services and Satisfaction Committee

The Client Services and Satisfaction Committee role is to review consumer satisfaction of Vocational Rehabilitation client services and report to the Council.

In this last year the Committee focused its attention on the “Finding the Job that Works for You” (IPE notebook). The notebook is a planning guide, which provides a structured approach to the IPE planning process. It is given to all new consumers to assist with developing their job goal. The Committee developed a two-fold strategy. First, a Voc Rehab staff satisfaction survey, to be followed next year by a consumer satisfaction survey of the notebook.

A significant number of staff did respond to the Committee request. Based on the survey information gathered, the Client Services and Satisfaction Committee brought the following suggestions to the Council.

- Voc Rehab review the policy of IPE notebook exceptions, notify staff of the current list, and maintain an up to date list for staff on the internal website.
- Voc Rehab review and condense some of the notebook contents.

The Council received a motion and it was approved. Voc Rehab provided updates to the committee through out the review process. The Exceptions policy has been updated and staff was notified. The IPE notebook has under gone some revisions, and the result is a reduction of the overall size of the IPE notebook.

CUSTOMER SERVICE VALUES

Nebraska Vocational Rehabilitation is dedicated to quality employment solutions for individuals with disabilities.

We empower by:

Respecting the individual.

Appreciating differences.

Communicating effectively.

Focusing on strengths.

Thinking creatively.

Acting responsibly.

State Rehabilitation Council Members

October 1, 2004—September 30, 2005

CONTACT INFORMATION:

The State Rehabilitation Council (SRC) values the input and involvement of all citizens in Nebraska regarding rehabilitation services. All SRC meetings are open to the public and are a great opportunity for the public to voice concerns.

MEETINGS:

Meeting dates, times and locations are posted on the Vocational Rehabilitation web site at www.vocrehab.state.ne.us.

WRITE:

State Rehabilitation Council Chairperson
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301 Centennial Mall South
P.O. Box 94987
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CALL:

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Eileen Curry

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Business/Consumer

Susan Gieschen

Ogallala
Business

Kay Grone

Grand Island
Consumer

Gayle Hahn

Hastings
Easter Seals

Sandy Ham

Lincoln
Consumer

Marc Hultine

Hastings
Community Rehabilitation Service
Provider/Business

Dave Jelinek

Grand Island
Vocational Rehabilitation
Counselor/Consumer

Les Kimmons

Omaha
Consumer/ Advocate

Tim Kolb

Franklin
Consumer

Frank Lloyd

Lincoln
Director, Vocational Rehabilitation

Michael Newman

Omaha
Business

Victoria Rasmussen

Lincoln
Client Assistance Program

Susan Rucker

Lincoln
Business

Mark Schultz

Lincoln
Assistive Technology Project

Pearl Van Zandt

Lincoln
State Workforce Investment Board

Merwyn Vavrina

Lincoln
Consumer

OFFICE LOCATIONS

Columbus serves:

Butler, Colfax, Nance, Platte and Polk
3020 18th Street, Suite 2, Columbus, NE 68601
(402) 562-8065 V/TT, (877) 505-0866 V/TT
vr.columbus@vr.ne.gov

Fremont serves:

Dodge
2951 North Clarkson Street, Fremont, NE 68025
(402) 727-2900 V, (888) 585-5439 V
vr.fremont@vr.ne.gov

Grand Island serves:

Adams, Clay, Fillmore, Greeley, Hall, Hamilton,
Howard, Merrick, Nuckolls, Thayer, Webster, York
3335 West Capital Avenue, Grand Island, NE 68803
(308) 385-6200 V/TT, (800) 862-3382 V/TT
vr.grandisland@vr.ne.gov

Kearney serves:

Blaine, Buffalo, Custer, Franklin, Furnas, Garfield,
Harlan, Kearney, Loup, Phelps, Sherman, Valley
2916 West 24th Street, Kearney, NE 68845
(308) 865-5343 V/TT, (800) 262-3382 V/TT
vr.kearney@vr.ne.gov

Lincoln serves:

Gage, Jefferson, Johnson, Lancaster, Nemaha, Otoe,
Pawnee, Richardson, Saline, Saunders, Seward
5143 South 48th Street, Lincoln, NE 68516
(402) 471-3231 V, (402) 471-6329 TT,
(800) 472-3382 V/TT
vr.lincoln@vr.ne.gov

Norfolk serves:

Antelope, Boone, Boyd, Brown, Burt, Cedar, Cuming,
Dixon, Holt, Keya Paha, Knox, Madison, Pierce, Rock,
Stanton, Wayne, Wheeler
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(402) 370-3200 V/TT, (800) 442-3382 V/TT
vr.norfolk@vr.ne.gov

North Platte serves:

Arthur, Chase, Cherry, Dawson, Dundy,
Frontier, Gosper, Grant, Hayes, Hitchcock, Hooker, Keith,
Lincoln, Logan, McPherson, Perkins, Red Willow, Thomas
200 South Silber, Bldg. #2, North Platte, NE 69101
(308) 535-8100 V/TT, (800) 272-3382 V/TT
vr.northplatte@vr.ne.gov

Omaha serves:

Cass, Dodge, Douglas, Sarpy, Washington.
1313 Farnam on the Mall, Omaha, NE 68102
(402) 595-2100 V, (402) 595-2107 TT,
(800) 554-3382
vr.omaha@vr.ne.gov

Scottsbluff serves:

Banner, Box Butte, Cheyenne, Dawes, Deuel, Garden,
Kimball, Morrill, Scotts Bluff, Sheridan, Sioux
1517 Broadway, Suite 131, Scottsbluff, NE 69361
(308) 632-1321 V/TT, (800) 292-3382 V/TT
vr.scottsbluff@vr.ne.gov

South Sioux City serves:

Dakota, Thurston
901 West 21st Street, Suite 1,
South Sioux City, NE 68776
(402) 494-2265 V/TT, (877) 659-7899 V/TT
vr.southsioux@vr.ne.gov

State Office (located in Lincoln):

301 Centennial Mall South, PO Box 94987,
Lincoln, NE 68509-4987
(402) 471-3644 V/TT, (877) 637-3422 V/TT
vr.stateoffice@vr.ne.gov

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